Customer Charter

We are committed to quality and excellence and ensuring the best possible outcomes for patients and clients.

We strive to maintain your trust and confidence;

- We are part of the Royal College of Veterinary Surgeons (RCVS) practice accreditation scheme.
- We will proactively ask for feedback, and act in areas we can improve our service to you.
- We provide specialist care and treatment 24 hours a day 365 days a year ensuring the highest possible level of care to all patients.
- Our clinical and non-clinical staff are trained to the highest level to provide the best possible outcomes for patients and clients.

We will provide the best care for your pet;

- We will provide a service that is personal to you and your pet.
- We will always take your concerns seriously.
- We will help you to decide the best course of action if your pet is poorly.
- We will provide a full range of services, including preventative healthcare, that will help keep your pet well.
- We will explain your treatment plan in 'easy to understand' terms and keep you informed of progress at every step of the way.
- We will provide clear instructions to care for your pet at home following treatment and general advice for the wellbeing of your pet.

We will make it easy for you by;

- Reminding you when appointments are due.
- Aiming to answer your call within five rings.
- Giving you an appointment time that's convenient for you, where possible.
- We will do our best not to keep you waiting. If we are running late due to an emergency, we'll always keep you informed.
- Continuing to develop technology to give you a choice in how you interact with us.

We will always be open and transparent;

- Costs will be explained to you clearly, and in advance of treatments.

AndersonMoores your veterinary specialists | PART OF LINNAEUS

RCVS SETTING VETERINARY STANDARDS